
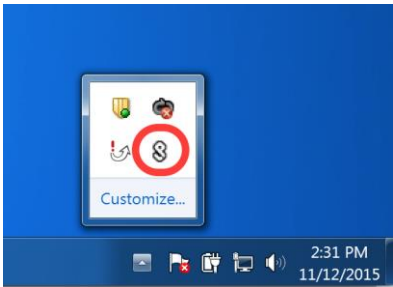


JPLNet-L1-RAS-PulseSecureClientWindows													
<b>Purpose/Scope</b>	This procedure provides instructions for IT Operations on how to install the Pulse client along with Host Checker on Microsoft Windows systems. This can be done either through a RAS Portal browser session, or through a standalone client. This Operational Procedure will cover the standalone client installation.												
<b>Problem</b>	Need to install the new Pulse VPN client and Host Checker on Windows systems.												
<b>Audience</b>	End Users, Help Desk, and Ops												
<b>Trigger</b>	Require access to JPL resources from remote locations												
PROCEDURE													
<b>Pre-Reqs</b>	<p>1. Remote Access account to the corresponding VPN Portal:</p> <table border="1"> <thead> <tr> <th>Environment:</th><th>URL:</th></tr> </thead> <tbody> <tr> <td>RAS Portal</td><td><a href="https://connect.jpl.nasa.gov">https://connect.jpl.nasa.gov</a></td></tr> <tr> <td>Full Tunnel VPN</td><td><a href="https://jplvpn.jpl.nasa.gov/full">https://jplvpn.jpl.nasa.gov/full</a></td></tr> <tr> <td>Split Tunnel VPN</td><td><a href="https://jplvpn.jpl.nasa.gov/split">https://jplvpn.jpl.nasa.gov/split</a></td></tr> <tr> <td>Full Tunnel VPN - Linux</td><td><a href="https://jplvpn.jpl.nasa.gov/full/linux">https://jplvpn.jpl.nasa.gov/full/linux</a></td></tr> <tr> <td>Split Tunnel VPN - Linux</td><td><a href="https://jplvpn.jpl.nasa.gov/split/linux">https://jplvpn.jpl.nasa.gov/split/linux</a></td></tr> </tbody> </table> <p>2. A JPL-issued RSA SecureID Token (available at <a href="https://dir.jpl.nasa.gov/tfa/">https://dir.jpl.nasa.gov/tfa/</a>)</p> <p>3. Microsoft Windows 7, 8, 10, or 11.</p> <p>Refer to the <i>ps-pcs-sslvpn-8.1r5-supportedplatforms.pdf</i> document for further details on supported system platforms.</p>	Environment:	URL:	RAS Portal	<a href="https://connect.jpl.nasa.gov">https://connect.jpl.nasa.gov</a>	Full Tunnel VPN	<a href="https://jplvpn.jpl.nasa.gov/full">https://jplvpn.jpl.nasa.gov/full</a>	Split Tunnel VPN	<a href="https://jplvpn.jpl.nasa.gov/split">https://jplvpn.jpl.nasa.gov/split</a>	Full Tunnel VPN - Linux	<a href="https://jplvpn.jpl.nasa.gov/full/linux">https://jplvpn.jpl.nasa.gov/full/linux</a>	Split Tunnel VPN - Linux	<a href="https://jplvpn.jpl.nasa.gov/split/linux">https://jplvpn.jpl.nasa.gov/split/linux</a>
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<b>Background</b>	JPL provides remote access into the JPL network through a VPN portal, utilizing the Pulse Secure client to provide connectivity while Host Checker is used to verify if the system used to connect is JPL-issued.												
<b>Diagnose</b>													
<b>Solve</b>	<p>How To Install The Standalone Client (The Standalone Client can be used to connect if there are Java version Issues):</p> <ol style="list-style-type: none"> <li>1. Open a browser session and go to: <a href="https://ras.jpl.nasa.gov/standalone_installers.php">https://ras.jpl.nasa.gov/standalone_installers.php</a></li> <li>2. Enter JPL Username and Password when prompted</li> <li>3. Click the appropriate PulseSecure installer to download, PulseSecure Windows 64-bit installer or PulseSecure Windows 32-bit installer.</li> <li>4. Save the file when prompted.</li> <li>5. Execute the downloaded file. *Note a Command window will open and then close when the installation is finished.</li> <li>6. To Start the Pulse Secure Client, open the system tray and double click the PulseSecure Icon ().</li> <li>7. The Pulse Secure Client Window should pop up with 2 options to connect. The First option (Full Tunnel) and the Second option (Split Tunnel).</li> </ol>												

<b>Verify</b>	<p>You should now have the Pulse Client installed on your system, and can be verified with an “S” shaped icon in your system tray as shown below:</p> 
<b>Exit</b>	
<b>Escalate</b>	
<b>ADMINISTRATIVE</b>	
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<b>Author</b>	Brian Guevara, Michael Scharf, Gordon Widera, Joy Crisp
<b>Keywords</b>	vpn, pulse, secure, remote access, host checker
<b>Service</b>	VPN
<b>Level</b>	1
<b>Related Docs</b>	<i>ps-pcs-sslvpn-8.1r5-supportedplatforms.pdf</i>